

SWC# 700 Electrical, HVAC, and Plumbing Maintenance & Repair **Contract Information and Usage Instructions**

Contract Period:

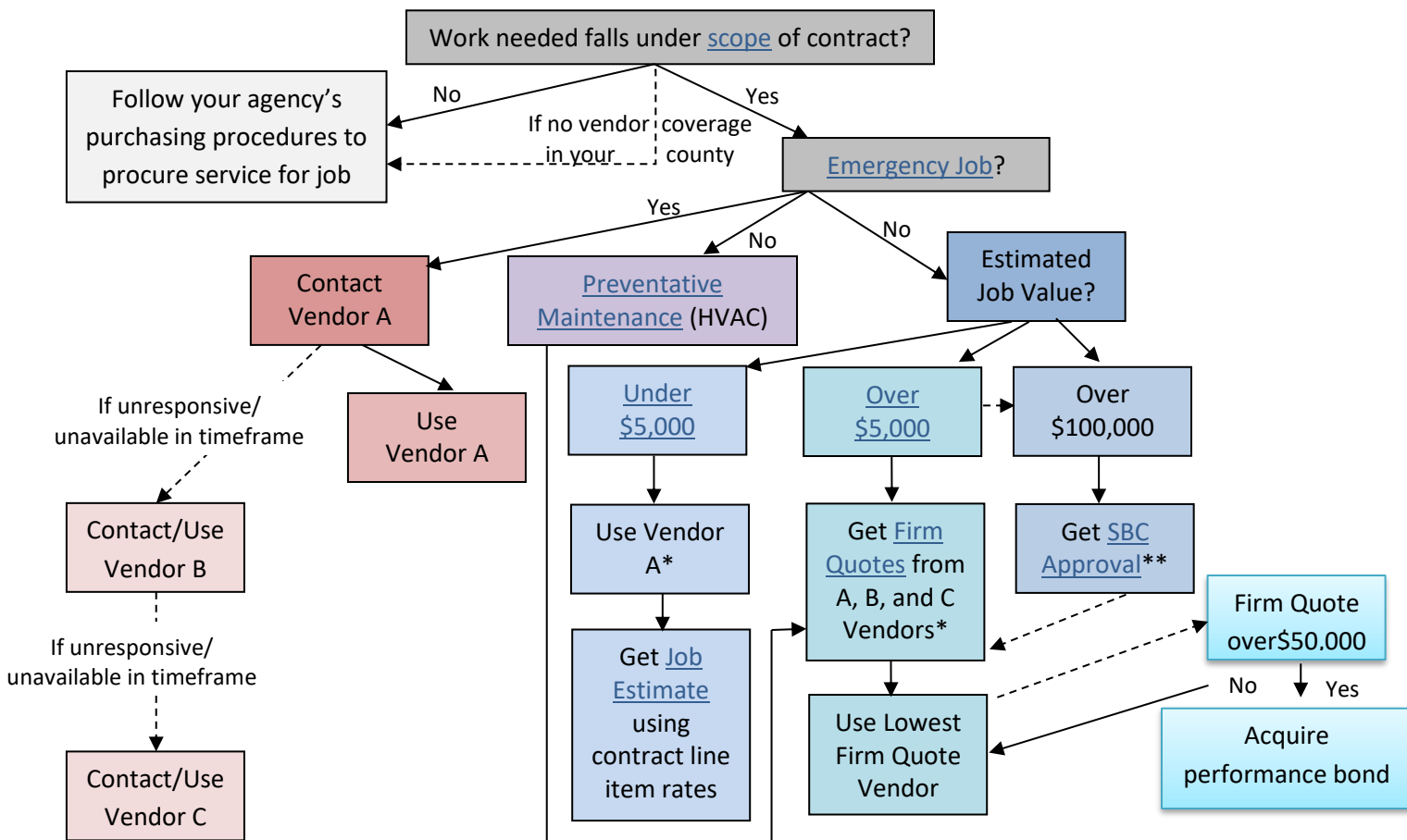
This is a five year contract running from September 1, 2015 to August 31, 2020 with each of the last four years being an optional one-year renewal.

Summary/Background Information:

This contract includes maintenance and repair work on electrical, HVAC, and plumbing systems. It includes labor, trip charges for each county, and parts reimbursement. The contract also includes preventative maintenance for HVAC systems. The contract follows an A, B, C Vendor award structure so that each county has up to three vendors on contract with priority A, B, or C status for jobs under \$5,000.

Summary of Basic Contract Use Process:

START: Need for Electrical, HVAC, or Plumbing work



* End User may also get quotes from additional vendors (A, B, or C; neighboring county contractors; and non-contract vendors).

**SBC has discretion on whether or not to use SWC 700 or procure the services using another contract.

State Contract Administrator:

Laitin Beecham
Category Specialist
Central Procurement Office
(615) 291 – 5794
Laitin.Beecham@tn.gov

Vendor Contact Information:

Please reference "Vendor Info" (Tab 2) of the "SWC 700 Vendor and Contract Information" spreadsheet available at <https://www.tn.gov/content/tn/generalservices/procurement/central-procurement-office--cpo-/state-agencies-/statewide-contract-instruction--swc-.html> for detailed vendor contact information. The list below shows the service dispatch contact information for each vendor.

Vendor Name	Vendor ID	Edison Contract ID	24/7 Service Dispatch Contact	Email Address Contact
Acorn Electrical Specialist	139450	47389	(423) 538-6007	erobers@acornelectrical.com jeff@acornelectrical.com angela@acornelectrical.com
AHA Mechanical Contractors	190258	47449	(901) 383-2900	service@ahamechanical.com donna@ahamechanical.com
Air Quest America	1192	47453	(865) 925-3000	airquestamerica@tds.net
Archer Air Conditioning Service	923	47454	(865) 859-9082	service@archerac.com
Chase Service	190906	47455	(423) 702-7237	dana@chaseservice.com accounting@chaseservice.com
Cs3	1072	47456	(901) 382-6202	john.jerkins@cs3.com
Horace Sullivan	1041	47457	(615) 254-7791	horacesullivan@comcast.net
Johnson Controls	557	47502	(866) 825-8866	David.Oxley@jci.com david.g.morgan@jci.com
Lawson Electric Company	917	47503	(931) 728-9511	kolinger@lawsonelectric.com
Maynard Select	348	47505	(615) 255-0603	mail@maynardselect.com
Metro Mechanical Contractors	1183	47506	(901) 388-8113	brenda@metro-mechanicalcontractors.com
Mountain City Service	251	47507	(423) 266-1909	db@mtncity.net ds@mtncity.net
Nance Mechanical Services	190311	47508	(901) 867-1527	snance@nancemechanical.com
Nor Well Company	918	47509	(423) 543-4373	SANDY@NOR-WELL.COM Peggy@nor-well.com
Northwest Plumbing Company	1191	47510	(865) 690-7777	Steve@northwestplumbingco.com Joshf@northwestplumbingco.com
Standard Electric Company	997	47511	(901) 527-6460	ben@4standardelectric.com mshearon@4standardelectric.com

Tennessee Associated Electric	161200	47512	(865) 524-3686	jbaxter@tn-associated.com trines@tn-associated.com tbrannon@tn-associated.com
TLC Investments (Stones River)	127409	47513	(615) 885-0019; 615-394-3456; 615-761-6769	Dstarkey@stonesrivelectric.com Rashe@Stonesrivelectric.com Juhles@stonesrivelectric.com Mboshers@stonesrivelectric.com service@stonesrivelectric.com
Upchurch Plumbing	440	49247	901-388-0333 901-647-2129	gbulliner@upchurchservices.com

Emergency Call Procedures:

Please reference the 24/7 service dispatch contact information listed above to reach vendor(s) in the event of an emergency. More information can be found in Specifications Section D.4.

Usage Instructions:

1. Determine if Job Falls within Contract Scope:

- **Electrical:** Scheduled maintenance, repairs, additions, retrofits, upgrades, and replacements on the following systems:

All Lighting Systems	Electrical Utility Lines	Light Fixtures
Breakers	Electrical Wiring	Metering
Cables	Fuses	Panels
Commissioning	High Mast Lighting	Poles
Electrical Transformer	Light Controls/Sensors	Underground Electrical

- **HVAC:** Scheduled maintenance, preventative maintenance, repairs, additions, retrofits, upgrades, replacements, testing, inspections, calibrations, vibration tests, and eddy current tests on the following systems:

Air Handlers	Geothermal Equipment	VRF Units
Boilers	Hot Water Heaters	Walk-in Coolers
Chillers	Ice Makers	Walk-in Freezers
Condenser Units	Motors	Water Coolers
Cooling Towers	Multi-Splits	Water Source Heat Pumps
Freezers	Pumps	
Heat Pumps	Refrigeration Units	

Repair services for HVAC systems shall include any peripheral equipment that is a component whose function is required for proper operation of the system(s) under contract which may include, electrical wiring, insulation, controls, starters, gas piping and fan coils units.

- **Plumbing:** Scheduled maintenance, repair, additions, retrofits, upgrades, and replacements on the following systems:

Actuators	Mechanical Lines
Grinder Pumps	Underground Domestic/Waste Water
Sewer Related	Operating Systems
Underground Chilled and Hot Water	Underground Natural Gas Lines

Includes all plumbing equipment and fixtures to include installation of septic tanks and backflow preventers in building(s) or grounds.

- **Contract Exclusions:**

Handling of Asbestos	Monitoring of System Services
Fire Alarm Maintenance	Maintenance and Repair of Fuel Monitoring
Fire Sprinkler Maintenance	Systems
Recurring Sludge Removal from Septic Tank	Installation of Water Treatment Feeder Units
Disposal of Waste from Grease Traps	Programming and Software Upgrades
Maintenance and Repair of Energy Management Systems	Duct Cleaning Services
	Water Treatment Services
	Work requiring an "R" Stamp

- Services listed above shall be excluded, unless the Contractor agrees to perform the services using the rates as set in the contract.
- Jobs over \$100,000 are excluded from being conducted under this contract without prior written approval of the State Building Commission ("SBC"). Agencies should contact the SBC and the Contract Administrator if a job may be over \$100,000 to utilize SWC 700 for the job.
 - i. For full details on whether SBC approval is needed or not, please consult the by-laws of the State Building Commission and see item 2.
 - ii. https://www.tn.gov/content/dam/tn/statearchitect/documents/SBC_POLICY_MASTER.pdf.

2. Emergency Jobs:

- (1) The Facility Administrator may deem a job as an emergency. When requesting service, the End User must notify the Contractor that the job is an emergency.
- (2) Contact Vendor A for the county your facility is located in. Vendor A must respond within 30 minutes and be on-site within 2 hours.
 - To find Vendor A for your county, use "ABC Vendor" (Tab 1) of the ["SWC 700 Vendor and Contract Information"](#) spreadsheet.
- (3) If Vendor A is non-responsive or cannot be available on-site within 2 hours, then the End User should contact Vendor B. If Vendor B is non-responsive or unavailable within the required timeframe, then the End User should contact Vendor C.
- (4) If Vendors A, B, and C are non-responsive or unavailable, then the End User should contact awarded vendors in neighboring counties and then non-contract vendors until a vendor is available to complete the required work.
- (5) Contractor must provide work reports to the End User when a service job is complete. (See Specifications E.5)
- (6) It is the End User's discretion whether to use the contract labor and trip charge rates or to request a firm quote from the vendor for emergency jobs.

3. Non-Emergency Jobs under \$5,000:

- (1) Use Vendor A for the county your facility is located in.
 - To find Vendor A for your county, use "ABC Vendor" (Tab 1) of the ["SWC 700 Vendor and Contract Information"](#) spreadsheet.
- (2) Vendor A must provide a job estimate using the [Pricing Template](#).
 - Estimates must be broken down according to the contract line items.
 - Job estimates must be provided free of charge within 5 business days.
 - Job costs cannot exceed the amount estimated without prior written approval from the End User. (If there is a scope change, a supplemental job estimate may be provided and approved—see Specifications D.5)
- (3) Contractor must respond within 2 hours (allow the Contractor up to 24 hours response time before by-passing the vendor). Contractor must be on-site within 24 hours or at a time agreed to by the End User. (See Specifications E.6)
- (4) Contractor must sign-in and sign-out on the [Job Log](#) at the facility. This will be used for verification of hours worked.

- (5) Contractor must provide work reports to the End User when a service job is complete. (See Specifications E.5)

4. Non-Emergency Jobs over \$5,000:

- (1) Request firm quotes from Vendors A, B, and C for the county your facility is located in.
 - To find Vendors A, B, and C for your county, use “ABC Vendor” (Tab 1) of the [“SWC 700 Vendor and Contract Information”](#) spreadsheet.
- (2) Vendors must provide a written firm quote using the [Pricing Template](#).
 - Firm quotes must be provided free of charge within 5 business days.
 - Job costs cannot exceed the amount on the firm quote. (If there is a scope change, a supplemental firm quote may be provided and approved—see Specifications D.5)
- (3) Contractor must respond within 2 hours (allow the Contractor up to 24 hours response time before by-passing). Contractor must be on-site within 24 hours or at a time agreed to by the End User. (See Specifications E.6)
- (4) Contractor must sign-in and sign-out on the [Job Log](#) at the facility.
- (5) Contractor must provide work reports to the End User when a service job is complete. (See Specifications E.5)
- (6) If there is no Vendor B or C for your county, you should still seek three quotes – it is best practice to request quotes from neighboring county contract vendors, and you may seek quotes from non-contract vendors.
- (7) End User may seek additional firm quotes from vendors at their discretion even when an ABC Vendor is present in their county. Use of non-contract vendors must be approved by the Central Procurement Office prior to commencement of work.

5. Labor Rates:

- Labor rates include the contract rates for technicians and helpers for regular time (7am-6pm M-F) and premium time (6:01pm-6:59am M-F, Saturday, Sunday, and State holidays). Labor rates are broken out by region with the largest metropolitan county in each region (Knox, Hamilton, Davidson, and Shelby) having its own labor rates.
- Contractor may charge only for the hours worked on-site as verified by the [Job Log](#) (verification for jobs under \$5,000).
- Contractor must sign-in and sign-out on the [Job Log](#) at the facility. Contractor must sign-in and sign-out when taking a lunch break, when getting parts, and when going to another building or leaving the facility.

6. Trip Charges:

- Trip charges are limited to a single charge per round trip or per invoice.
- Trip charges are for each county. There is no trip charge for Davidson County.
- Trip charges are not applied when providing estimates or firm quotes, when returning due to incomplete work, or when the service is completed in under an hour.
- Jobs requiring more than 2 working days may incur additional trip charges, but only upon written approval from the End User.

7. Parts Reimbursement:

- For jobs requiring a Job Estimate, if parts, materials, and supplies are needed to complete a job, the Contractor may charge the cost of the part(s) minus any sales tax plus a 15% markup.

- For jobs requiring a Firm Quote, the parts, materials, and supplies needed are to be included in the Firm Quote price for the job. Contractors still may not charge sales tax on the parts.
- Contractor must provide a copy of the invoice/receipt with the final invoice to the End User as proof of the cost upon end user request.

8. Subcontracting:

- Contractors must receive written approval by the Central Procurement Office prior to using a subcontractor.
- Subcontractors are required to sign-in and sign-out on the [Job Log](#).
- Contractors cannot charge any higher rates than the contract prices even though the subcontractor may be charging a higher price to the Contractor.
- Subcontractors must hold the appropriate licenses and certifications as listed in Attachment C Required Licenses and Certifications.

9. Specialized Equipment:

- Specialized equipment is equipment not considered industry standard that is needed in order to fulfill services within the contract scope of work.
- If a job will require specialized equipment, this must be contemplated in the job estimate or firm quote and cannot be added as an additional charge at a later date.
- Specialized equipment cannot be used without the End User's prior written approval.
- If an operator is required with the specialized equipment, the operator may be included in the equipment rental cost.
- Specialized equipment may be charged using the rental invoice price less any taxes plus a 15% mark-up. A copy of the rental invoice must be provided with the job invoice. (If the specialized equipment is owned, then the Contractor may charge the current rate rental companies would charge as evidenced by 2 rental company quotes).

10. Preventative Maintenance (HVAC Only):

- End Users may schedule preventative annual and/or quarterly maintenance on HVAC systems, including cooling towers, air handlers, boilers and hot water heaters, and chillers.
- End Users should get firm quotes from the A, B, and C Vendors in their county for preventative work and award to the vendor with the lowest firm quote.
- Please see Specifications section F.4. for a detailed list of preventative maintenance requirements and additional information on HVAC-specific work.

11. Specialized Work (HVAC Only):

- Specialized work is HVAC work that falls outside the scope of the contract but that is not listed as a contract exclusion.
- Contractor can use an outside firm to fulfill specialized work with the End User's approval.
- Before approving specialized work with an outside firm, the End User must check with Vendor B and C in their county to see if either can do the job without using an outside firm.
- Outside firms are not considered subcontractors, but they must have the required permits, contractor's license, etc. and must provide proof of required credentials upon request.

12. Off-Contract Requests:

- Any requests to use a non-contract vendor must be submitted to the Central Procurement Office Contract Administrator.
- End Users may request quotes from non-contract vendors, but may not award a job to non-contract vendors without prior approval from the CPO.
- Non-contract vendors must hold the appropriate licenses and certifications needed to perform the requested job.

13. Payment & Performance Bond:

- For jobs \$50,000, Contractor must provide a performance bond of 100% of the job price.
- For jobs over \$100,000, Contractor must provide a payment bond of 25% of the job price.

14. Security Requirements:

- Contractors/subcontractors must meet End User's security requirements, including being uniformed/having visible ID and providing photographic ID upon entrance. (Sub)Contractors may be subject to background checks and inspection and search while on facility grounds (including vehicles).

Requisition and Purchase Order Generation:

There are line items with item IDs for hourly labor rates and trip charges for each county. Since there are multiple vendors associated with each line item, please be sure to select the correct vendor when using the labor and trip charge item IDs during the requisition and purchase order generation. Please reference the "Vendor Contract Lines" (Tab 3) of the "[SWC 700 Vendor and Contract Information](#)" spreadsheet to determine the appropriate vendor ID and Edison contract ID to select.

There are generic line items for the variable cost lines such as parts reimbursement, firm quote jobs over \$5,000, and firm quote HVAC preventative maintenance jobs. These generic line items can be utilized and referenced through the "**special requests**" option on requisitions and purchase orders. Special requests will need to be tagged against the appropriate contract number, vendor ID number, item ID, and UNSPSC code. The table below shows the generic item IDs and UNSPSC codes for the parts reimbursement, firm quote, and preventative maintenance items.

There are several resources on CPO's TeamTN webpage that are helpful on the "[CPO Job Aid](#)" and "[Webinar](#)" pages regarding requisitions, purchase orders, and purchasing without item IDs.

Generic Item ID	Generic Item Description	UO M	UNSPSC Code
1000171103	Electrical Maintenance, Parts Reimbursement, 15% Markup, Generic Item for SWC 700	EA	72151515
1000170929	Electrical Maintenance, Firm Quote, Jobs over \$5,000, Generic Item for SWC 700	EA	72151515
1000171102	HVAC Maintenance, Parts Reimbursement, 15% Markup, Generic Item for SWC 700	EA	72101511
1000171105	HVAC Maintenance, Firm Quote, Jobs over \$5,000, Generic Item for SWC 700	EA	72101511
1000171106	HVAC Maintenance, Firm Quote, Preventative Maintenance, Generic Item for SWC 700	EA	72101511
1000171104	Plumbing Maintenance, Parts Reimbursement, 15% Markup, Generic Item for SWC 700	EA	72101510
1000171140	Plumbing Maintenance, Firm Quote, Jobs over \$5,000, Generic Item for SWC 700	EA	72101510

Billing and Payment Instructions:

FOB Destination; Net 45 Payments

The Contractor shall submit an **itemized invoice**, with all necessary supporting documentation (i.e. parts receipts, specialized equipment rental invoice), to the state agency billing address provided in the PO. The invoice will include only charges for service described in the PO and detailed in the job quote, and may only include labor charges as verified in the [Job Log](#) (unless the invoice is for a firm quote). Once the agency is in possession of the invoice the timeframe for payment begins and the agency will then follow their normal procedures for invoice payment.

Multiple Contractors accept ACH deposit and purchasing-card ("p-card") payments. Additionally, multiple Contractors offer prompt pay discounts. Please reference the "Vendor Info" (Tab 2) of the ["SWC 700 Vendor and Contract Information"](#) spreadsheet to determine the appropriate vendor ID and Edison contract ID to select.

Asset and Inventory Management: N/A

Miscellaneous Information:

Please contact the contract administrator with any additional questions regarding the use of SWC #700 Electrical, HVAC, and Plumbing Maintenance and Repair.

All contract documents are publicly available in Edison through the [Supplier Portal](#) under "Statewide Contract Information" by SWC #700 Electrical, HVAC, and Plumbing Maintenance and Repair.